

About your tele-interview with QSuper

This factsheet aims to help you prepare for your confidential tele-interview. You will find answers to frequently asked questions on the tele-interview process below.

What is a tele-interview?

You have applied for new insurance, or to change your current level of cover with QSuper. Before we can process your application, we require further details about your health, occupation and lifestyle. The easiest way for us to gather this information is by having a confidential interview with you over the phone with one of QSuper's team of specially trained Tele-Interviewers. Your QSuper confidential tele-interview will be recorded for purposes that include quality, assessment/training and your duty to take reasonable care not to make a misrepresentation.

How is your information used?

The information we collect about you will be used to assist in making an accurate risk assessment and will form the basis of your QSuper insurance terms and conditions.

Is it confidential?

We take the privacy of your personal information very seriously. We will be collecting this personal information from you to assess your eligibility for insurance, and we are authorised to do this under the *Trust Deed of Australian Retirement Trust*.

As you will be discussing personal information (including sensitive information) with your tele-interviewer, we suggest that you are in an appropriate environment to do so. For more information, please read our privacy policy available at qsuper.qld.gov.au/privacy or call us for a copy.

How long does the tele-interview take?

On average, the tele-interview takes 30 minutes to complete. The duration generally depends on your individual circumstances and in some cases, it may take longer.

What information do I need for my tele-interview?

To avoid delays with your application, please have your personal details on hand during the interview. Information that may be required is listed below:

- **Lifestyle details** – you will be asked about your current residency status, recreational activities/ pursuits, and lifestyle history including whether you use, or have ever used cigarettes (including e-cigarettes), used illicit drugs, and whether you consume alcohol.
- **Family medical history** – details of any medical conditions your immediate family (i.e. mother, father and siblings) have suffered prior to the age of 65, and at what age they were diagnosed. This includes heart disease, cancers, diabetes, hereditary disorders, etc.
- **Personal medical history** – details of any past or current medical conditions or symptoms, examinations, investigations or procedures. We will also require information about any medications you have used in the past, or are currently taking. If you are unsure about your medical details, please contact your doctor for this information before the interview date.
- **Doctor details** – including the name, address, phone number and email address of doctors you have seen or are seeing, and how long you have been attending the surgery or practice.
- **Occupation** – your current occupation title and industry.

What happens after my tele-interview?

At the end of your tele-interview, QSuper is likely to have all the information required to assess your application. However, if we require further information such as a medical report/examination or blood test, we will fully explain the process and timeframes to you once your application has been fully assessed by an Underwriter.

We will send you a letter and a copy of your tele-interview transcript. This will provide you with a written version of the questions we asked and your answers. Once received, please review your transcript and if there are any inaccuracies or missing information, let us know within 14 days of the letter's date of issue.

What happens if I don't complete the tele-interview?

You will be required to complete the tele-interview before we can process your insurance application. If we're unable to get in touch with you to complete the tele-interview, we will attempt to call you to re-book at a suitable time. If we are unable to arrange a suitable time to complete the tele-interview, we can correspond and gather the necessary information in writing via a fully completed Insurance Personal Statement.



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